

## **Product Support Specialist**

**Job Type:** Full Time, Monday-Friday (40-Hour Week)

**Location:** 4325 Woodland Park Drive, Melbourne, FL 32904

**Reports To:** Senior Product Support Specialist

### **Position Overview:**

We are seeking a detail-oriented and customer-focused Product Support Specialist to serve as the first line of technical assistance for our installers and internal teams. In this role, you will troubleshoot electronic hardware and system issues, document solutions, and collaborate closely with Engineering, QA, and other internal stakeholders to ensure a high-quality support experience.

### **Key Responsibilities:**

- Serve as the first point of contact for technical support via phone, email, and remote support tools.
- Diagnose and troubleshoot issues related to electronic hardware and integrated systems.
- Accurately document issues, resolutions, and installer interactions within the CRM system.
- Process RMAs and coordinate with internal teams to ensure timely and effective resolution.
- Assist in maintaining and updating technical documentation and support materials.
- Contribute to the development of internal knowledge bases and training resources.
- Collaborate with Engineering and Quality Assurance teams to identify recurring product issues and trends.
- Deliver prompt, professional, and courteous service to ensure installer satisfaction.
- Perform additional duties as assigned.

### **Required Qualifications:**

- Excellent verbal and written communication skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Team-oriented mindset with a strong commitment to customer satisfaction.



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**Preferred Qualifications (Nice to Have):**

- Associate's or Bachelor's degree in a technical field, or equivalent hands-on experience.
- Experience in technical support, product support, or a related role preferred.
- Strong troubleshooting and problem-solving skills.
- Familiarity with electronic hardware, systems, and basic networking concepts.
- Experience using CRM or ticketing systems for issue tracking and documentation.

**Work Environment:**

- Combination of office-based and remote technical support.
- Regular interaction with installers, internal teams, and cross-functional departments.

Apply via Indeed.